

ABSTRACT

"Email Processing"

5 (Fig. 1)

10 An email received from an email server (2) is delivered to a mail store controller (3)
from which it is then stored in a mail store memory (5) with attachments in another
storage location (6). The server controller (4) prepares a header for the email
15 classifying the email having regard to what information it can immediately read. The
first or initial header is sent to a router (15). The router (15) reads the header and
sends it firstly to a profile controller (12) where the header is read and a profile
database (13) is consulted which would have been inputted by management with
various rules. Then, the header may be augmented with some instruction such as the
20 need to copy another individual with the email and sent back to the router (15) where
it is then sent to various conversion controllers (10, 12, 14) where various conversion
operations take place. Each time a conversion operation takes place on an
attachment, this is carried out by removing the attachment from the attachment store
(6), carrying out the operation on the attachment, altering the header to record the
25 particular operation has taken place and then sending the attachment back for
storage. A similar process may take place on the other constituents of the email such
as the message body or the subject. When all the necessary operations have been
carried out in the email to make it understandable by the recipient, the header is
delivered from the router (15) back to the server controller (4) which then retrieves the
30 message, attachments and header and delivers to the mail store controller (3) and in
turn back out to the email server (2) for subsequent delivery to the recipient.

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